



3000 Spenard Road  
P.O. Box 190288  
Anchorage, AK 99519-0288  
[www.enstarnaturalgas.com](http://www.enstarnaturalgas.com)

September 24, 2010

M. Grace Salazar, Chief  
Consumer Protection & Information Section  
701 West Eighth Avenue, Suite 300  
Anchorage, Alaska 99501-3469

Re: Consumer Protection C-10-238, C-10-241, C-10-249, C-10-258, C-10-260

Dear Ms. Salazar,

This letter is in response to your letter dated September 10, 2010. In your letter, you raised several questions. Please see below for ENSTAR's response:

1. The typical meter size used for G1 customers is 200-275. The meters in this rate class have a maximum Company rated capacity of 400 cubic feet per hour (CFH) or less. The typical meter used for G2 customers is a 425. The meter in this rate class have a maximum Company rated capacity of 401 CFH, but no more than 649 CFH.
2. G2 customers have the option of requesting a meter exchange to qualify for a G1 rate under this provision.
3. All customers (G1, G2, G3, G4), are encouraged and required per section 405 of ENSTAR's tariff to inform ENSTAR of their intention to increase or decrease materially gas requirements so that appropriate changes to the Company's facilities may be made, possibly resulting in a change in rate class. Additionally, if any customer feels they may qualify for a meter exchange, the customer may contact ENSTAR and a service technician will visit the site. Charges for this site visit may be applicable per section 604 of ENSTAR's tariff.

In addition to the questions raised in this letter, Consumer Protection verbally asked if customers who qualify for a meter exchange, resulting in a change in rate classification, would be eligible for a refund. Section 404 of ENSTAR's tariff addresses these types of inquiries. It states, "The Company will allow an existing Customer receiving service to elect to transfer service to a different rate schedule providing Customer's service qualifies for the desired rate schedule and that the Customer has complied with any minimum service term required by the old rate schedule. The change will become effective for service provided after the next regular meter reading following the date of notice to the Company or following the date all required contracts for service are

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executed and received by the Company." In light of this tariff language, ENSTAR will not be issuing refunds to customers.

If you have any further questions, feel free to contact me at your convenience.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Sims". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

John Sims

Manager, Corporate Communication and Customer Service  
ENSTAR Natural Gas Company

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